

<b>Procedure Name</b>	<b>STUDENT SERVICES AND AMENITIES FEE</b>
<b>Procedure Number</b>	<b>G021_PR (Governance)</b>
<b>Purpose</b>	The purpose of this procedure is to advise students and provide them with support on the payment and associated processes related to the implementation of the Student Services and Amenities Fee (SSA Fee) at Whitehouse Institute of Design, Australia.
<b>Scope</b>	This procedure applies to all students in all higher education courses delivered by Whitehouse at its campuses and locations, and staff with implementation responsibilities.
<b>Procedure</b>	<ol style="list-style-type: none"> <li><b>1. Students subject to the SSA Fee</b> <ol style="list-style-type: none"> <li>1.1. Whitehouse will charge a compulsory SSA Fee to all students other than the following exempt groups:           <ol style="list-style-type: none"> <li>1.1.1. Secondary school students participating in the enhanced study program.</li> <li>1.1.2. Students on outbound exchange with universities external to The Whitehouse Institute of Design.</li> </ol> </li> </ol> </li> <li><b>2. Amount payable</b> <ol style="list-style-type: none"> <li>2.1 The SSA Fee charged by Whitehouse will be the maximum prescribed in the Higher Education Support Act 2003 (the Act), which is detailed in Schedule A of this procedure. Schedule A shall be updated annually.</li> <li>2.2 Whitehouse calculates the fee according to the guidelines in the Higher Education Support Act 2003 (the Act).</li> <li>2.3 Students are required, by the deferrable date for each study period and/or trimester to:           <ol style="list-style-type: none"> <li>2.3.1 if eligible for SA-HELP (Higher Education Loan Program), have undertaken the appropriate steps, in accordance with the Higher Education Support Act 2003, to defer payment of the SSA Fee through the Government’s SA-HELP assistance or</li> <li>2.3.2 have paid their SSA Fee liability in full by the payment due date.</li> </ol> </li> </ol> </li> <li><b>3. Dates when fee is incurred and/or payable</b> <ol style="list-style-type: none"> <li>3.1 The SSAF payment will start on 16/09/2019, with the following key dates:           <ol style="list-style-type: none"> <li>3.1.1 Enrolment dates</li> <li>3.1.2 Census dates.</li> </ol> </li> </ol> </li> <li><b>4. Payment options, process and implications for students</b> <ol style="list-style-type: none"> <li>4.1 Eligible domestic students can pay the fee upfront or defer payment via the SA-HELP program.            More information is available in the SSAF 2019 Booklet  <a href="https://www.studyassist.gov.au/sites/studyassist/files/ed18-0137_sa-help_booklet_acc-awf_0.pdf?v=1550537272">https://www.studyassist.gov.au/sites/studyassist/files/ed18-0137_sa-help_booklet_acc-awf_0.pdf?v=1550537272</a>            (Learn more at: <a href="https://www.education.gov.au/student-services-and-amenities-fee#-help-administration">https://www.education.gov.au/student-services-and-amenities-fee#-help-administration</a>)            Also refer to Study Assist: <a href="https://www.studyassist.gov.au/help-loans/sa-help">https://www.studyassist.gov.au/help-loans/sa-help</a> </li> </ol> </li> </ol>

- 4.2 International students are not eligible for SA-Help and must pay the fee up-front.
- 4.3 Students who have not made a full up-front payment of their SSA Fee by the deferrable date will incur a SA-HELP debt if enrolled in a subject after the deferrable date.
- 4.4 If a student is permitted to enroll in a subject after the relevant census date for that subject, the student will be liable for the applicable SSA Fee at the time of enrolment in that subject.
- 4.5 If a student withdraws from a subject after the relevant census date for that subject, the student will remain liable for the applicable SSA Fee.
- 4.6 International students must pay the full fee upfront.

#### **5. Penalties for non-payment**

Any student who is subject to the fee and has not deferred or paid their SSA Fee liability in full by the due date:

- 5.1 Will be identified as a student debtor, and
- 5.2 Will be subject to a late payment fee penalty of \$20.00 per week
- 5.3 May be 'at risk' of course progression, and / or
- 5.4 May not graduate and receive their Testamur until that fee is paid in full.

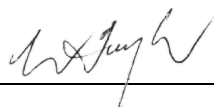
#### **6. SSA Fee refunds**

- 6.1 Students may apply for a SSA Fee refund. A refund of the SSA Fee will be made only when:
  - 6.1.1 A coursework student withdraws from a subject/s prior to the applicable census date.
  - 6.1.2 A higher degree by research student commences and withdraws prior to the applicable census date, within the same research period.
  - 6.1.3 Whitehouse initiates and withdraws a student's enrolment after the census date.
  - 6.1.4 Refund or remit of a SA-HELP debt will not be made after the applicable deferrable date.
  - 6.1.5 All applications for a refund of fees must be submitted on the appropriate application form to the Manager, Student Administration.

#### **7. Appeals - exceptional circumstances**

- 7.1 Where a student is not satisfied with a decision made in relation to the policy, they have the right to lodge an appeal in accordance with the Student Appeals Policy.
- 7.2 Whitehouse may consider special cases where the policy does not adequately encompass individual circumstances, permitting students to apply for special consideration.
- 7.3 Applications for special consideration must be received in writing and include supporting documentation.
- 7.4 Applications for special consideration must be directed to the Manager, Student Administration for decision by Whitehouse Management.

	<p><b>8. How are the funds allocated and spent</b></p> <p>8.1 Proceeds from the SSA Fee may only be spent on activities and facilities that comply with the stipulations of the Higher Education Support Act 2003, and as outlined on <b>Schedule A</b> below.</p> <p>8.2 Annually, the student body will be consulted and represented via the Chair of the Whitehouse Institute of Design Student Services and Amenities Fee Income Allocation Working Group (a sub-group of the Student Representative Council) or nominee.</p> <p>8.3 Biennially, the broader student body will be consulted by way of a survey and /or focus group/s.</p> <p>8.4 The Whitehouse Student Services and Amenities Fee Income Allocation Working Group will consider this feedback and will make recommendations to the Executive Directors on the expenditure of the proceeds from the SSA Fee each year.</p> <p>8.5 The Executive Directors will approve the annual expenditure plan of SSA Fee proceeds on the recommendation of the Student Services and Amenities Fee Income Allocation Working Group.</p>
<b>Relevant Legislation</b>	<ul style="list-style-type: none"> <li>• <a href="#">2016 Higher Education Support Act (2003)</a> – Student Services, Amenities, Representation and Advocacy Guidelines <a href="https://www.legislation.gov.au/Details/F2013C00519">https://www.legislation.gov.au/Details/F2013C00519</a></li> <li>• <a href="#">Higher Education Standards Framework (Threshold Standards) 2021</a></li> <li>• <a href="#">Education Services for Overseas Students Act 2000</a> (ESOS)</li> <li>• <a href="#">Commonwealth Register of International Courses for Overseas Students</a> (CRICOS)</li> </ul>
<b>Key Related Documents</b>	<ul style="list-style-type: none"> <li>• Notification to cancel or defer enrolment policy and procedure</li> <li>• Exceptional Circumstances (re-credit FEE_HELP or Tuition Fee Refund) policy</li> <li>• Exceptional Circumstances (re-credit FEE_HELP or Tuition Fee Refund) procedure</li> <li>• Application for student fee refund form</li> <li>• Student Representative Council Terms of Reference</li> <li>• Access and Equity Policy</li> <li>• Access and Equity Procedure.</li> </ul>
<b>Definitions</b>	<p><b>SSAF:</b> Student Services and Amenities Fee</p> <p><b>Census Date:</b> The last date when a provider finalises student enrolments.</p>
<b>Responsible Officer</b>	Executive Director
<b>Approval Authority/ Authorities</b>	Joint Executive Directors Academic Board
<b>Date Approved</b>	20/12/2023
<b>Date of Commencement</b>	21/12/2023
<b>Date for Review</b>	21/12/2026

<b>Documents superseded by this Procedure</b>	N/A This is the first iteration of this procedure.		
<b>Amendment History</b>	12/2023 RE-approval		
<b>Signed and dated for Whitehouse Pty Ltd</b>		Les Taylor	20/12/2023
	Signature	Name	Date

INFORMATION FOR PUBLISHING ON POLICY REGISTER	
<b>Category</b>	Governance
<b>Stakeholders</b>	Students Academic Board Executive Management Academic Staff Administration Staff

## Schedule A: Allocation of SSA Fee

Based on consultation with the student body, service and amenity items from the list below [HESA section 19-38] will be selected for funds allocated in a given year, as decided by the Whitehouse Executive Management Committee (EMC).

<https://www.education.gov.au/student-services-and-amenities-fee#spending-revenue-from-the-fee>  
(Sourced 26/03/2019)

#	Service or amenity	\$ Annual allocation	% of total
1	providing food or drink to students on a campus of the provider		
2	supporting a sporting or other recreational activity by students		
3	supporting the administration of a club most of whose members are students		
4	caring for children of students		
5	providing legal services to students		
6	promoting the health or welfare of students		
7	helping students secure accommodation		
8	helping students obtain employment or advice on careers		
9	helping students with their financial affairs		
10	helping students obtain insurance against personal accidents		
11	supporting debating by students		
12	providing libraries and reading rooms, other than those provided for academic purposes for students		
13	supporting an artistic activity by students		
14	supporting the production and dissemination to students of media whose content is provided by students		
15	helping students develop skills for study, by means other than undertaking courses of study in which they are enrolled		
16	advising on matters arising under the provider's rules, however described		
17	advocating students' interests in matters arising under the provider's rules, however described		
18	giving students information to help them in their orientation; and		
19	helping meet the specific needs of overseas students relating to their welfare, accommodation and employment		